

Antonia Hover

From: Angie Calhoun
Sent: Friday, June 22, 2018 8:29 AM
To: Consumer Correspondence
Subject: FW: To CLK Docket 20160101
Attachments: E-Form Improper Billing TRACKING NUMBER 126877; E-Form Other Complaint TRACKING NUMBER 126878

Consumer correspondence for docket 20160101.

From: Diane Hood
Sent: Thursday, June 21, 2018 3:21 PM
To: Angie Calhoun
Subject: To CLK Docket 20160101

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, June 21, 2018 3:09 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 126877

CUSTOMER INFORMATION

Name: Dan Dolan
Telephone: (561) 214-0257
Email: danoteck@gmail.com
Address: 103 Valley Circle Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Dan Dolan
Account Number: 2804686753
Address: 103 Valley Circle Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Hello- I would like to make a complaint about the price increases that are being done by Utilities Inc.

Unfortunately, the amount additional cost they are levying on me is unsustainable for my family.

My last water bill for a family of 4 was \$269 and my bill before was \$303. They are charging an outrageous \$3.82 per thousand gallons when using over 12,000 gallons. My family and I have been working diligently to lower our water consumption since the first \$300 bill- we have installed new faucets, turned off our sprinklers, and stopped filling our pool. Even after that, Utilities Inc was showing ridiculous amounts of in-coming water usage on our account.

My wife and I walked the property to find our water meter and try to diagnose if we had an unseen leak in our plumbing somewhere. Our water meter station, at the bottom of our property, was completely filled with dirt. We had to dig 6 inches to find the meter system. At this point we aren't even sure that they checked our meter. We have been in touch with utilities inc on this matter and they are sending some one to look at it.

I wanted to go on the record and say that I also believe that these rate increases are outrageous. Having water bills that are higher than electric bills are really scary. We are trying to conserve water, but \$3.82 per thousand gallons is not something sustainable.

I would ask each PSC member to look at their own water bill and consider what they would do if they had to pay that? I am 100% positive you would not like it either. And to boot- I have no alternatives. I am stuck in a monopoly here. I cannot drill a well. I cannot go and get daily usage water anywhere else. I have no choices and as consumer I feel like I being abused. Shame on the PSC for approving this rate increase for Utilities Inc, a clearly greedy company. If they wanted to levy money to better our local infrastructure there are better ways to work with consumers.

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, June 21, 2018 3:12 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126878

CUSTOMER INFORMATION

Name: Dan Dolan
Telephone: (561) 214-0257
Email: danoteck@gmail.com
Address: 103 Valley Circle Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Dan Dolan
Account Number:
Address: 103 Valley Circle Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I disagree with the PSC's decision to grant Utilities, Inc the ability to raise rates as they have. Current rates of \$3.82 per thousand gallons is a back breaking tax on my family and unsustainable for us.

We have no choice but to be raped for our daily water usage! We have no where to go. I HAVE to pay this bill and I have no alternatives.

I would like to complain about Utilities Inc unfair billing amounts and lobby for my area to go to Seminole County water instead of a private system. I believe private entities are inherently greedy and do not have the people's best interest at heart.

We shouldn't be bent over the barrel for something as simple as our drinking and waster water. Those are basic human needs.

Shame on the PSC for letting them do this.